

Community Support Contacts List

Central Queensland – Bundaberg

In the event of a disaster, Community Recovery works with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

If you need help or support to assist you and your family, please use this guide to find information and contact details for key community services available in your local area.

Community Recovery

Community Recovery Hotline 1800 173 349
General Enquiries..... 13 74 68

General support

Australian Red Cross 1800 733 276
Lifeline 13 11 14
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Homeless Hotline..... 1800 474 753
Tenants Queensland 1300 744 263

Employment / Income

Services Australia
– Australian Apprenticeships..... 1800 020 108
– Employment Services 13 28 50
– Older Australians 13 23 00
– Families and Parents 13 61 50
– Farmer Assistance..... 13 23 16
– Medicare..... 13 20 11
National Customer Service Line..... 13 62 68
National Debt Helpline 1800 007 007

Legal and advocacy

Australian Financial Complaints
Authority 1800 931 678
Basic Rights Queensland 1800 358 511
Insurance Council Australia..... 1800 734 621
Legal Aid Queensland 1300 651 188
Office of Fair Trading..... 13 74 68
Residential Tenancies Authority 1300 366 311

Business / Primary producers

Department Primary Industries 13 25 23
Queensland Rural and Industry
Development Authority 1800 623 946

Health / Mental health

Australian Red Cross 1800 733 276
Beyond Blue support service 1300 224 636
DVConnect Mensline 1800 600 636
DVConnect Womensline 1800 811 811
Kids Helpline 1800 551 800
Lifeline Telephone Crisis Support..... 13 11 14
MensLine Australia 1300 789 978
Parentline..... 1300 301 300
Queensland Health – 13HEALTH..... 13 43 25 84
Relationships Australia..... 1300 364 277
St Vincent de Paul 1800 846 643
Capricorn Coast Mental Health..... 07 4913 3200

Local support agencies

Bundaberg Region

Emergency relief

Bundaberg Aboriginal and Torres
Strait Islander Housing and
Advancement Society..... 0402 747 211

Family support and advisory services

Bundaberg Family Relationship
Centre..... 07 4130 7500
Bundaberg & District Neighbourhood
Centre..... 07 4153 1614

Accommodation

Ozcare Homeless Men's Hostel 07 4130 8970
Regional Housing..... 1300 642 123
Salvation Army - Youth Refuge 07 4151 3400

North Burnett Region

Emergency relief

Monto Neighbourhood Centre 07 4994 2508
North Burnett Community Service..... 07 4165 4690

Family support and advisory services

Bridges Health & Community Care 1300 707 655
Live Better Community Services 1800 580 580
Monto Neighbourhood Centre 07 4994 2508

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Local council contacts

[Find your local disaster dashboard](#)

Bundaberg Regional Council..... 1300 883 699
North Burnett Regional Council 1300 696 272

Other support

Crime Stoppers Australia 1800 333 000
Disability and Community Care 13 74 68
Energex – General Enquiries 13 12 53
Energex Emergency (24/7) 13 19 62
Ergon Energy – Customer Service 13 10 46
Ergon Energy – Life Threatening 13 16 70
Poisons Information Centre 13 11 26
NDIS Customer Service 1800 800 110
Origin Energy, Gas 13 24 61
Policelink 131 444
RSPCA 24hr Hotline..... 1300 264 625
SES Flood / Storm Emergency..... 13 25 00
Translating and Interpreting Service 13 14 50



Follow Community Recovery on
Facebook [@RecoveryQLD](#)

My useful contacts

1. _____
2. _____
3. _____
4. _____
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Useful links

Disasters and alerts – The central hub for the latest information on disasters and alerts in Queensland:
www.qld.gov.au/alerts

Disaster information and recovery support – Provides information to help Queenslanders prepare for, respond to and recover from disasters and emergencies, including financial support, housing assistance and community services:
www.qld.gov.au/disasterhelp

Further information is available by phoning the Community Recovery Hotline **1800 173 349**.

Managing stress after a disaster – Provides practical guidance on recognising common stress responses after a disaster, maintaining wellbeing and accessing support services:
www.qld.gov.au/community/disasters-emergencies/managing-stress

Family relationships after a disaster – Outlines common family challenges after a disaster, offers practical ways to support recovery and when to seek professional help:
www.qld.gov.au/community/disasters-emergencies/family-relationships

Support groups – Lists government and not-for-profit organisations that offer post-disaster support including counselling, essential supplies, temporary housing and animal rescue services:
www.qld.gov.au/emergency/community/support-group

Queensland Government Disaster Management website – Provides official disaster management resources, warnings, guidelines and coordination updates: www.disaster.qld.gov.au

Commonwealth Government assistance – Australian Government information on payments and help for people directly affected by bushfires, floods or other natural disasters:
www.servicesaustralia.gov.au/natural-disaster

School closures <https://closures.qld.edu.au/schools>
GIVIT www.givit.org.au

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